

INFORMATION BULLETIN

WELFARE-TO-WORK

Employment Development Department

Number: WB99-22

Date: April 21, 1999

Expiration Date: 12/31/99

69:127:gl:2699

TO: SERVICE DELIVERY AREA ADMINISTRATORS
PRIVATE INDUSTRY COUNCIL CHAIRPERSONS
WELFARE-TO-WORK 15 PERCENT SUBGRANTEES
COUNTY WELFARE DIRECTORS
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES STAFF
EDD EXECUTIVE STAFF
WORKFORCE DEVELOPMENT BRANCH STAFF

SUBJECT: FEBRUARY 24, 1999, WtW ADVISORY GROUP MINUTES AND NOTES

The minutes and whiteboard notes from the February 24, 1999, Welfare-to-Work (WtW) Advisory Group meeting are attached. The next meeting is scheduled for April 21, 1999, from 10:00 a.m. to 3:00 p.m., at 750 N Street, Job Training Partnership Division, Conference Room A.

If you have any questions or comments regarding this information bulletin, please contact Brett Lapp at:

PHONE

(916) 653-3560

FAX

(916) 654-7921

E-MAIL

blapp@edd.ca.gov

/S/ BILL BURKE
Assistant Deputy Director

Attachments

WELFARE-TO-WORK (WtW) ADVISORY GROUP MEETING MINUTES

February 24, 1999

Follow-up from January 27, 1999, WtW Advisory Group Meeting

- Meds file data - Efforts are being made to correct the file to provide 30 months of data. The file includes data on both adults and children.
- Budget hearings are scheduled to begin in early March.

New Items

- Two-year State Plan Hearings – Issues and Discussion Points/Input
 - The need for more capacity building at the local level was identified. Front-line staff need more information than the general information that is given to participants. An uneven capacity exists among the Community Based Organizations.
 - The Department of Education should be listed as a partner.
 - If a participant is registered but services are not immediately available, what can be done for the participant during the “lag time?” Assessment is good for 6 months.
 - Is it possible to have a more specific state plan with more substance? The state plan does need clarification.
 - How were performance objectives decided? Was there any input from the local level? If goals are duplicative of CalWORKs, they are difficult to attain. Would like recognition for things other than placements such as MOU’s, transportation, job retention services, etc. Federally mandated areas determined current goals.
 - Since Performance Standards drive the Service Delivery Areas (SDA), some SDAs are enrolling only the “cream of the crop.”
 - The state plan was written to give local areas flexibility to set their own goals. Local goals do not have to match the state goals.
- The Employment Development Department Capacity Building staff who have been working with CDSS staff, will provide CalWORKs 101, Training for Trainers. Tentative schedule:

April 13, 1999	Sacramento
April 27, 1999	Fresno
May 4, 1999	Orange County
May 12, 1999	San Bernardino

The Job Training Partnership Division is preparing an information bulletin with all the details.

- Self-Sufficiency Committee Meeting - Bill Burke and Michael Evashenk attended the first meeting. Discussion items:
 - How to make WtW work with the CalWORKs program?
 - How to reach out to more SDAs, CBOs, and CWD?
 - Not enough awareness of the WtW Advisory Group. Do we want the group to be liaisons to the local community?
 - Serving the hardest-to-serve is a long-term project.
 - WtW is not the only program putting clients to work.
- Reporting Discussion Items
 - The revised Monthly Supplemental Report Summary, which is completed by 85 percent grantees, is due March 31, 1999.
 - There is confusion on the definition of job creation wage subsidy. No definition was included in the instructions recently received from DOL.
 - Definition in the 2-year state plan: The WtW client draws a salary and is considered to be an employee, is available through public or private sector employment wage subsidies.
 - The CWDs will do a survey on how many are served by “match funds.” Information to be used for the budget hearings.
 - DOL issued revised instructions on performance bonus points and revisions to the quarterly report data elements.
 - There is a conflict between what data is collected on the monthly activity report by DOL and the California Department of Social Services (CDSS). The CDSS wants to track expenditures by activity, excluding administration. The DOL wants separate information on case management, intake, assessment, and eligibility determinations.
 - Administration data and base wage data will not match.
 - 100 percent reporting will be required; no sampling.
 - The DOL added the following data elements to collect: 1) placed in unsubsidized employment; 2) employed in unsubsidized employment when entering WtW; and 3) placed in subsidized employment more or less than 30 months. To avoid double counts, participants will move from one category to another on a quarterly basis.
 - No new forms will be required, but forms will have new data elements.
 - A participant who is already employed when he enters the WtW program will be counted as a placement (employed in unsubsidized employment). This placement does not factor into performance bonuses according to the Office of Management and Budget (OMB).

- Draft All County Letter on Confidentiality
 - Clarifies information on confidentiality, how and where information can be shared.
 - Clarifies when a participant is eligible.
 - Addresses primary issues from the Los Angeles meeting.
 - The EDD will send to the SDAs; the CWDs will issue to the counties.

The CWD would like comments before the letter is released.

Contact Gayle Sullivan, CDSS; phone, (916) 654-1464; fax, (916) 654-1048.

Discussion of Draft All County Letter

- *Page 3, Re-determination*
Once a participant is determined eligible for the WtW program and as long as the individual continues to receive WtW Grant Program services, no re-determination of continuing eligibility is required.
 - *Page 2, paragraph 3, Retention Services*
After a CalWORKs recipient reaches his/her 18 or 24 month time limit, participation is limited to unpaid community service activities or unsubsidized employment. Paid On-the-Job Training (OJT) or paid community services are not allowed. Recipient can only participate in grant-based or unpaid activities. A participant in unsubsidized employment can receive retention services.
 - Suggestion was made to have a single point of contact (SPOC) at the county level to address questions regarding WtW. Another suggestion was also made to have a single point of contact within each SDA.
- Sharing Reporting of Best Practices
 - Best Practices reporting was shared by San Diego, Golden Sierra, the Merced County Human Services Agency, Yolo County, El Dorado County, and San Bernardino.
 - Positive working experiences with the Employment Training Panel were shared by the San Diego and South Bay representatives.
 - Policy Directive/Guidance
 - Instructions for local plans per Senate Bill 382 will be out soon. Plans will be due the end of May. Instructions should be out 2 months ahead of time.
 - Policies on grievance procedures, procurement, and eligibility areas are also being worked on.
 - State Plan
 - Plan to be sent to Washington on March 31, 1999.
 - Would like to add successes to plan.
 - Performance measures cannot be changed, but language may be added to include activities in addition to placements.

- The 10 percent salary increase in 6 months for participants was discussed. Clarification was made that a 10 percent increase does not refer to just to the hourly wage but the overall income increase in the number of hours worked.
- A suggestion was made to add language to the State Plan that competitive grants should complement existing programs.
- Any comments regarding the State Plan should be sent March 1, 1999, to:

Kathy Mailer
Deputy Director
Workforce Development Branch
P.O. Box 82680, MIC 88
Sacramento, CA 94280-0001 or

Charr Lee Metsker
Chief, Employment Program Bureau
744 P Street, MS 16-26
Sacramento, CA 95814

- Agenda Building

The following items were discussed as potential agenda items for the next WtW Advisory Group meeting.

- Ken Nather, Employment Training Panel.
- Presentation from JTPD's Capacity Building Unit.
- The first 85 percent program monthly report.
- Additional suggestions should be sent to:

Bill Burke
Assistant Deputy Director
Job Training Partnership Division
P.O. Box 826880, MIC 69
Sacramento, CA 94280-0001

- Next Meeting

Wednesday, April 21, 1999

**WELFARE-TO-WORK ADVISORY MEETING
WHITE BOARD NOTES
February 24,1999**

Follow-up Items from January 27, 1999, WtW Advisory Group Meeting

- Meds file data - miscommunication on time frame (20 months of data). Will be corrected to provide 30 months of data.
- Meds data includes data on adults and children.
- Budget hearings in early March.

New Items

- Two-year State Plan Hearings

Issues

- Need at local level for capacity building (front-line staff need to be more knowledgeable about the program; uneven capacity among CBOs). JTPD will provide CalWORKs 101 Training for Trainers – John Croft has the dates.
 - Issues with assessment and when clients can be served; services may not be available at enrollment therefore clients have to wait in order to be served.
 - Department of Education should be a partner.
 - State Plan needs to have more substance; admit there has been a slow start in the program.
 - How are performance objectives arrived at – no input from the local level – don't know how the State will calculate the performance goals – no acknowledgement of success in other areas (MOUs, transportation, job retention services) something other than placement into jobs. Current goals are from the federal government. Does the State want other goals? You will never get entered employment bonus if you only provide job retention services (childcare, transportation). Some SDAs are creaming in order to meet performance standards.
- Self-Sufficiency Committee Meeting
 - First meeting attended by Bill Burke and Michael Evashenk.
 - How to make DOL work with CalWORKs program – was discussed at meeting.
 - How to broaden the committee to reach more SDAs and CWDs.
 - Need to identify what is going right.
 - Need to realize that WtW is a long-term program.
 - No one is aware of the WtW Advisory Group. Do we want the group to be liaisons to the local community?
 - WtW is not the only program that puts clients to work.

- Monthly Report
 - First monthly report to collect information on 85 percent program is due in March – bulletin will issue instructions and forms.
 - Definition of wage subsidy, or job creation wage subsidy not defined by DOL – Clarification from DOL prior to the issuance of the monthly report and instructions for completing form information bulletin.
 - Definition in 2-year State Plan job creation in which the WtW client draws a salary and is considered to be an employee, is available through public or private sector employment wage subsidies.
 - Definition will match 2-year State Plan.
 - The CWD will do a quick survey on how many have been served; data to be used for the budget hearings.
 - The DOL issued revised instructions on performance bonus points and revisions to the quarterly report data elements.
- Key Issues
 - Conflict between what data is collected on the monthly activity report by DOL and CDSS. The CDSS wants expenditures by activity, exclude admin. The DOL wants separate information on admin, case mgmt, intake, assessment, and eligibility determination.
 - The DOL added new data element to collect placed in unsubsidized employment, employed in unsubsidized employment when entering WtW, and placed in subsidized employment more or less than 30 months. In order not to double count, participants will move from one category to another on quarterly basis.
 - March 1 will be the first quarter to use revised reporting.
 - Admin data and base wage data probably won't match.
 - 100 percent reporting can't be sampled on required reporting elements.
 - No new forms will be required but forms will have new data elements.
 - If client comes in already employed, will be shown as employed in unsubsidized employment when entering WtW. There is a question as to whether they will be counted in performance bonus points.
 - The DOL further defined outcome definitions.
- Draft All County Letter on Confidentiality
 - Clarifies information on confidentiality, how and where information can be shared?
 - Clarifies when participant is eligible (6 month look back).
 - Addresses primary issues from Los Angeles meeting.
 - The EDD will send to SDAs; CWD will issue to counties.

- Comments on Draft All County Letter
 - Page 3: re-determination – if you are eligible at same point in time, you will not have to determine eligibility again.
 - Page 2: Time limits – once client has reached time limits, can you still provide retention services? Need to clarify services that can be provided
 - Do we want single point of contact at each county to address WtW issues – may add to the All County letter – the name should be added to the All County letter mailing list.
- Sharing/Reporting of Best Practices
 - San Diego – joint project with Pacific Bell who needs to hire customer service representatives and telemarketers. Program – 4 weeks training, then work experience, on-site job coach, \$8.00 per hour, transportation will also be included and paid by Pacific Bell. 300 WtW clients will be trained.
 - Golden Sierra – will work with company that wants to hire for the Call Center.
 - Invite Ken Nather from the Employment Training Panel (ETP) to make a presentation on their program.
 - So. Bay – has ETP project with Marriott Hotels. Problem is you can not train all the existing Marriott hotel staff, only CalWORKs clients.
 - San Bernardino – program at probation department to serve CalWORKs clients and noncustodial parents.
 - Yolo County – common job developer in 7 county area, seamless service to place clients throughout the region.
 - San Diego – Red Cross provides transportation services, provides training for vanpool.
 - Chrysalis – county welfare has program to train WtW client as childcare providers; program to serve non-custodial parents. Has a homeless component, apartment available.
 - LA County – countywide number for employers to call to hire CalWORKs clients.
- Policy Directive Guidance
 - Updating forms – monthly report for 85% if you have any questions, please contact your program manager.
 - Instructions for local plans for 85% program will be issued soon. Plans due the end of May. Instructions out in March.
 - Policy on grievance procedures, procurement, and eligibility will be issued.
 - Policy will be first issued in draft form.
- State Plan
 - Plan to Washington on March 31.
 - Add successes to plan, cooperative agreements.
 - Can't change 3 performance measures but will add language that other services are being provided and cooperative agreements have been developed.

- 10% increase in earnings was also discussed at the hearing. The increase is not a salary increase.
- Provide input on successes to Kathy Mailer or Charr Lee Metsker by March 1.
- Agenda Building
 - Ken Nather – ETP.
 - Best Practices.
 - Monthly Reports on 85% if you have any questions, please contact your program manager.
 - Next meeting, April 21, 1999.